

FOX Systems relies on robust Neocase Software's solutions for National Call Center

Solution provider to healthcare industry chooses Neocase's Customer Service platform due to lower Total Cost of Ownership and strong functionality.

San Francisco, California, December 4, 2008 - Neocase Software, a leading provider of customer service solutions for shared service centers and customer support operations, announced today that its customer service solution was chosen and implemented by FOX Systems, a recognized leader in providing high quality technical and management consulting services to public and private healthcare organizations. FOX Systems selected Neocase for its strong functionality, lower total cost of ownership, ease of implementation, and scalability.

In order to win a shared services contract with the US Government, FOX Systems had to establish a fully operational call center, including personnel and technology infrastructure, within a short period of time. The call center had to be able to handle more than 6,000 calls per day on contracts pertaining to Medicaid and Medicare services. Neocase's integrated customer service platform, Neocase CS, was able to meet all business, technical and timeline requirements at lower costs while still offering strong functionality and reliability.

Working with Neocase's Technology Services team, FOX Systems implemented the Neocase platform for 150 Agents in its Fargo, N.D., based call center within a budget of 40 man-days. The solution includes robust case management functionality, and will leverage the integrated knowledge base features moving forward. Neocase also supported strict privacy compliance requirements set by the US government.

"Neocase has helped us improve our service to the federal government by exceeding in delivery time and solution requirements," says Mark K. Shishida, CEO of FOX Systems. "FOX Systems has been extremely satisfied with the ease of implementation and advanced functionality delivered by Neocase's customer service platform," said Manny Mkrtychian, Chief Technology Officer of FOX Systems. CTO Mkrtychian added, "...in partnering with Don Bruns, Director of FOX Systems Business Services Group, we decided to choose Neocase's solution for its lower total costs of ownership in comparison to other solutions, as well as the company's solid commitment to delivering a faster ROI."

"The implementation at FOX Systems proves that Neocase can offer a superior solution at lower costs while still meeting scalability requirements of over one

million cases per year,” stated Julien Dahan, CEO of Neocase Software. “FOX’s selection of Neocase is indicative of the universal benefits companies in the healthcare and government sectors can realize through the combination of our customer service, knowledge management and self-service offerings. We’re pleased to work with an industry leader like FOX Systems to help them focus on delivering the highest quality of personalized customer care for each and every case that comes through the system.”

To learn more about Neocase Customer Service solutions, please visit our website at: www.neocasesoftware.com.

Neocase Software is a leading provider of customer service solutions for shared service centers and customer support operations. It empowers large global corporations to manage and optimize their shared service and support operations performance and processes through its uniquely adaptive and award-winning customer service technology platform. Neocase Software solutions include Neocase HR for Human Capital Resource Management, Neocase CS for Customer Service, Neocase CRM for Customer Relationship Management, and Neocase FR for Financial Resolution. All solutions can be deployed on-premise or in a SaaS model. With more than 200 clients worldwide, representative customers include Air France, Renault-Nissan, L’Oreal, Brinks, Toshiba, Callidus Software, FOX Systems, and IDS.

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